PART I: ADR PROGRAM DESIGN

Introduction[1]

This section on ADR program design is intended to provide guidance to agency designers as they undertake to identify their agency's ADR needs and to design effective ADR programs. Because federal agencies have widely varied missions and organizational structures, no one design or plan is suitable for every situation and this section does not attempt to offer a template or model design. It does, however, provide a checklist of issues to serve as a framework for agency designers, and contains suggestions on tailoring the design to each agency's specific needs.

- Chapter 1 discusses the importance of using a collaborative design approach that will include significant stakeholders in the design process. Chapter 1 also includes other issues that should be addressed to prepare for the design phase, such as creating feedback loops, using marketing techniques to promote buy-in, identifying incentives and disincentives, and determining the agency's measures of success.

- Chapter 2 outlines a four step design process.

  - Step 1 is a needs assessment to identify the agency's existing disputes and dispute resolution system. It also considers the benefits or value the agency can expect from using ADR.

  - Step 2 contains a checklist of issues for developing the program design.

  - Step 3 addresses implementation of the plan, including training and education.

  - Step 4 emphasizes the value of appropriate, timely evaluation of both the program's effectiveness and its administration.

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[1] Compiled and authored by Martha McClellan, Counsel, ADR Unit, Federal Deposit Insurance Corporation. Part I draws heavily on the work of The Dispute Systems Design Work Group, sponsored and published by The Administrative Conference of the United States and on Designing Conflict Management Systems, by Cathy A. Costantino and Christina Sickles Merchant.